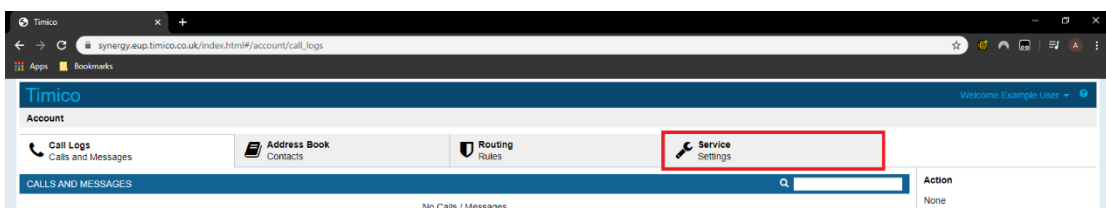


Updating a voicemail PIN

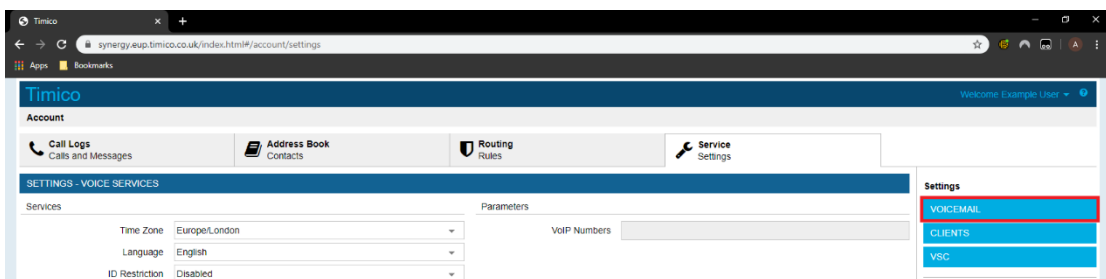
Graphical User Interface (GUI) Method

There are two options available for changing a voicemail PIN with the first requiring a web browser and active Internet connection and the second using your telephone keypad. Should you prefer to update the PIN using your handset please refer to the below section entitled 'Telephone User Interface (TUI) Method', instructions to complete this task using a browser can be found below.

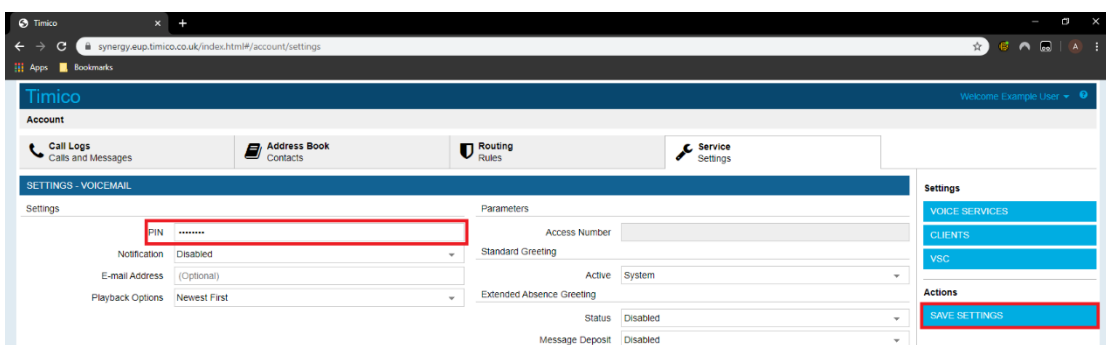
- Navigate to <https://synergy.eup.timico.co.uk/> and log in to the portal with your account User ID and password
- Select the 'Service Settings' tab (highlighted below)



- Select the 'Voicemail Settings' (highlighted below)



- Enter a new PIN (highlighted below) and select 'Save Settings' (also highlighted below)



Telephone User Interface (TUI) Method

The second option for changing a voicemail PIN requires you to dial into the voicemail service and make the changes using your keypad, instructions to complete this task can be found below:

- Dial **121** from your subscriber account to access the voicemail service
- Dial **6** to access the 'Administer Account' menu
- Dial **8** to access the 'Additional Options' menu
- Dial **1** to access the 'Administer PIN' menu
- Follow the prompts to update the PIN